

UWRI Questions & Feedback for Public Review

(Due to Angela Sherwin at angela.sherwin@governor.ri.gov by COB January 18, 2013)

1. Integrated Technology system (UHIP): The Exchange is expected to begin enrolling individuals and businesses in coverage through a web portal on October 1, 2013. When is the integrated technology system (referred to as UHIP) expected to be ready? Will there be adequate lead time to work with the UHIP vendor to train our staff on the technology, as well as test the technology with the various State agencies that will share this same technology?
2. RFP Awarded: What is the target date of the RFP to be awarded for the Contact Center? What is the annual budget for the RFP to operate the Contact Center? After the RFP is awarded, what is the expected timeframe to implement the Contact Center? Will vendors be rated based on experience and technology infrastructure they already have in place to support the Contact Center?
3. Contact Center vs. the Navigator Services: Will there be a separate RFP for the Navigators? It is our understanding that the role of the Navigators will be to help Rhode Islanders know about and use the Exchange effectively. Navigators will help consumers understand their health insurance coverage options and choose a plan that best meets their needs. It is also our understanding that the ACA requires that all Exchanges must have at least two entities to serve as Navigators, one of which must be a community based or consumer-focused non-profit organization. Under the RFP arrangements, will the RIHBE allow a single non-profit organization provide both Contact Center services and Navigator services for the RI Exchange?
4. Contact Center Service Operations: Can you provide us with the expected hours of operation for call center, supporting the website and walk-in customer service for the Contact Center? Is there a preferred model in existence in other states (e.g. Massachusetts Benefits Exchange) that RIHBE will follow in its design? Will the employees hired for the Contact Center be considered employed by the vendor or the State of Rhode Island?
5. Staffing Requirements: The Contact Center is expected to provide a two-tiered approach to organizing call flow. There will be Tier 1 contact center agents and Tier 2 specialists within the Contact Center to triage more complex calls. Can you share the staffing qualification requirements and pay rate ranges for each position? Will there be other allowable budgeted positions for the Contact Center (e.g. Supervisory, Quality Assurance, and Dedicated Administration Support)? How will the RIHBE develop the number of FTE's to be supported in the Contact Center or will this be left to the vendors to determine?



6. Staff Training and Certification Requirements: Will the RFP include direct support for annual staff training to meet federal certification requirements? Will quality assurance be completed by another vendor?
7. Implementation and Start Up: Will the RFP allow for one-time start up expenditures for technology that the Contact Center will be required to have above and beyond the supplied UHIP-supported technology?
8. Branding: Page 2 of the working draft document states “A name, logo, and brand will be identified for the web portal and the programs that it represents.” Will the vendor chosen to operate the Contact Center be allowed to use its branding or co-brand with the RIHBE? Will the budget for the Contact Center include monies to market and promote or will this expense be solely incurred by the RIHBE?
9. Contract: What is the length of service for the Contact Center contract? What is the budget for this contract? Will payments to the vendor be based on fee-for-service (e.g. based on volume of phone calls/length of phone calls) or based on a cost reimbursement model (e.g. staffing model to operate the call center)? Will the vendor be allowed to charge for indirect costs (administrative/overhead costs)? Will the frequency for payment be monthly or on a quarterly basis? If long-term federal funding is eliminated, is there a plan by RIHBE for sustainability for the Exchange? How will funding be determined for future years? Will it be capped based on Year 1?

